



Job Description

Application Support Specialist Associate

The **Application Support Specialist Associate** is a position responsible for providing service and support for the organization's applications; creating and modifying existing reports; assisting the Information Technology department with daily operations; and providing 1st Tier Help Desk Support.

The position based in Brentwood, TN provides oversight of the company's Enterprise Resource Planning applications and regularly interacts with other employees. This position reports to the Manager, Information Technology/ERP.

Responsibilities

Responsibilities require a specific focus on proven process and procedure in order to:

- Work closely with the Continuous Improvement Manager in Dynamics CRM development and support
- Work closely with various departments in development and support of Dynamics GP
- Act as Dynamics CRM Administrator
- Create and edit existing reports for Dynamics GP and CRM using SQL Reporting Services and Crystal Reports
- Provide first call application support to the business, ensuring the applications work in order to obtain the desired results; applications include off-the-shelf products, as well as products specific to the industry, including but not limited to:
 - Microsoft products, i.e. Dynamics CRM, Dynamics GP, SharePoint, Word, Excel, PowerPoint, and Outlook
- Support a variety of pre-packaged and internally developed software applications, as well as third party business software specific to the generator services industry. Hardware and software to be supported includes, but is not limited to:
 - Intel-based PCs, notebooks and tablets running on a Microsoft network
 - BlackBerry and Android secure mobile platform software
 - Konica Minolta and various other laser printers
 - Windows 7, 8 and 10 desktop operating systems
 - Remote Web Applications utilizing Windows Terminal Services
 - Various Internet browsers, i.e., Internet Explorer, Chrome, FireFox, and Opera
- Provide Help Desk support, including answering phones, addressing e-mail correspondence, providing first call resolution and assigning tickets
- Assist in meeting department goals for response time and first-call resolution; proactively explore options and make recommendations for improving response time, quality of services, etc.
- Other duties as assigned

Education and experience

Bachelor's degree (or equivalent professional experience) preferred.

Skills and abilities

- Working knowledge of Microsoft networks
- Working knowledge of Dynamics GP2010 or greater
- Advanced knowledge of Microsoft Office Suite
- Working knowledge of SQL Queries to identify anomalies in data
- Demonstrated ability to learn new applications in a timely manner
- Proven record of working in a team environment
- General knowledge of business process flows
- Excellent verbal and written communication skills
- Commitment to outstanding customer service
- Must be well organized and have excellent interpersonal skills
- Must be able to work independently, under pressure
- Must possess the ability to problem solve and manage multiple tasks concurrently
- Capacity for quick learning and ability to teach others complex data, process and control tasks
- Willing to work after hours as events demand

Overview

Founded in 1914, Nixon Power Systems is the Southeast's largest full-service organization dedicated exclusively to the sale, rental, distribution, service, and technical support of stand-by and prime power generation equipment, parts, and accessories. The Company is headquartered in Brentwood, TN (suburb of Nashville) with six branch locations throughout the Southeast and Mid-Atlantic. Privately held, Nixon is consistently profitable.

Nixon is the largest Kohler Power Systems distributor of Stand-by Power equipment in the country. The Company's Kohler sales territory covers all or part of seven states in the Southeast and serves national and regional companies with a large number of retail, distribution, and commercial facilities. Nixon's long-term dedication to superior service and solutions to customer's comprehensive power needs is evidenced by their historic growth rate and repeated selection as Kohler's "Distributor of the Year" award. The Company is also a large distributor of GE-Jenbacher prime and renewable power equipment, encompassing 13 states throughout the Mid-Atlantic and Southeastern US.

With over 210 employees; five (5) regional Sales and Service Centers throughout the Southeast United States; a 13-state commercial footprint; and a commitment to total Quality as measured by the international standards required of TL9000 Certification, Nixon Power Services is an industry leader dedicated to being an unmatched employer.

To learn more about Nixon Power, visit us at www.nixonpower.com.